

Annual Reporting Requirements pursuant to §54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313 (a)(3) – Unfulfilled service requests

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313 (a)(4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313 (a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
War Telephone LLC	West Virginia	200258

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed.


[Signature of Corporate Officer]

Date: 6/28/2012

Dennis Andrews
[Printed Name of Corporate Officer]

Senior Vice President
[Title of Corporate Officer]

Carrier's Name: War Telephone LLC

Carrier's Address: 82 Lewis Drive, War, West Virginia 24892

Carrier's Telephone Number: (304) 875-2211

Case No. 12-0546-T-GI

STAFF DATA REQUEST: June 5, 2012

DUE DATE: June 25, 2012

RESPONDING INDIVIDUAL: Mary Post, Manager, Customer Service

(A) Any recipient of high-cost support shall provide the following information:

- 2) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers; *[47 CFR 54.313 (a) (3)]*

RESPONSE: None

Case No. 12-0546-T-GI

STAFF DATA REQUEST: June 5, 2012

DUE DATE: June 25, 2012

RESPONDING INDIVIDUAL: Robert Souza, Senior Vice President

(B) All ETC must provide the following information:

- 2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which the eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect:
 - (i) At least ten percent of the end users served in a designated service area;
 - (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
 - (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:
 - (a) The date and time of onset of the outage;
 - (b) A brief description of the outage and its resolution;
 - (c) The particular services affected;
 - (d) The geographic areas affected by the outage;
 - (e) Steps taken to prevent a similar situation in the future; and
 - (f) The number of customers affected.

RESPONSE: War experienced seven (7) outages last year, five of which were caused by thieves stealing copper wiring belonging to War or Frontier. Please see below for the details on each outage.

Outage No. 1

- (a) April 11, 2001, 8:24 a.m.
- (b) Four remote CO sites were out-of-service. This was caused when the Central Office terminal failed.
- (c) Dial tone (local service and all call functions).
- (d) Berwind, Carretta, Newhall and War
- (e) The failed CO the host equipment was replaced and service was restored
- (f) Approximately 1000

Outage No. 2

- (a) May 19, 2001, 4:11 p.m.
- (b) Three cards in an ESMA bay in the DMS10 failed affecting remotes
- (c) Dial tone (local service and all call functions).
- (d) Berwind, Carretta, Newhall and War
- (e) The failed cards were replaced and service was restored
- (f) Approximately 1000

Outage No. 3

- (a) June 21, 2001, 11:32 a.m.
- (b) All outbound and inbound calling affected when a copper cable in Frontiers' service area was stolen and the thieves also severed the fiber trunk cable that feeds War. Local service/calling remained, but customers were unable to call or receive calls from outside the War exchange. This included 911.
- (c) Inbound and outbound long distance calling and broadband service
- (d) All of War's service area
- (e) The fiber cable was repaired by Frontier and service was restored.
- (f) Approximately 1600

Outage No. 4

- (a) June 21, 2001, 7:55 p.m.
- (b) Three remotes were out-of-service. This was caused when our copper cable was stolen and the thieves also cut the fiber cable that fed these remotes.
- (c) Dial tone (local service and all call functions). This included 911.
- (d) Berwind, Carretta, and Newhall
- (e) The fiber (and copper) cables were replaced and service was restored
- (f) Approximately 750

Outage No. 5

- (a) July 1, 8:19 a.m.
- (b) Three-hundred pair cable stolen affecting approximately 250 customers
- (c) Dial tone (local service and all call functions). This included 911.
- (d) Yukon and English
- (e) Copper cable was replaced and service was restored
- (f) Approximately 250

Outage No. 6

- (a) July 18, 2001, 1:20 a.m.
- (b) Two-hundred pair copper was stolen affecting approximately 150 customers.
- (c) Dial tone (local service and all call functions)
- (d) Yukon
- (e) Copper cables were replaced and service was restored
- (f) Approximately 150

Outage No. 7

- (a) August 17, 2001, 2:26 p.m.
- (b) All outbound and inbound calling affected when a copper cable in Frontiers' service area was stolen and the thieves also severed the fiber trunk cable that feeds War. Local service/calling remained, but customers were unable to call or receive calls from outside the War exchange. This included 911.
- (c) Inbound and outbound long distance calling and broadband service
- (d) All of War's service area
- (e) The fiber cable was repaired by Frontier and service was restored.
- (f) Approximately 1600

Case No. 12-0546-T-GI

STAFF DATA REQUEST: June 5, 2012

DUE DATE: June 25, 2012

RESPONDING INDIVIDUAL: Mary Post, Manager, Customer Service

(B) All ETC must provide the following information:

- 3) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year;

RESPONSE: War received one complaint in 2011.